Citizens for Citizens, Inc. is the Massachusetts Community Action Agency that assists over 42,000 individuals in the Greater Fall River and Taunton areas each year. We provide short and long term services that empower low-income individuals and families with the tools necessary to overcome the burdens of poverty and financial crises while creating and maintaining self-sufficiency.

In keeping with the standards established over fifty years ago by Lyndon B. Johnson and the Economic Opportunity Act of 1964, the dedicated management and staff of Citizens for Citizens, Inc. continue to search for and develop innovative programs to combat poverty and help low-income families lead healthier, happier, and more productive lives.
As I took over the role as Executive Director on March 9th, the COVID-19 pandemic was just becoming a reality and never would I have imagined what the next three months would bring. It has been everything except business as usual. From day one of the crisis, CFC has remained open for business, adopting new methods and protocols to get essential services to our clients and to the people who now found themselves needing our programs during this difficult time. We had to act immediately and revamp how to provide services while restricting access to our buildings. We continued to operate several essential programs on-site while most of our staff worked remotely from home. Despite this new challenge, we adapted quickly. The number one reason how we got it done is plain and simple: the dedicated staff at Citizens for Citizens, Inc. I am extremely proud of our CFC employees and how they continue to work hard on behalf of those affected by COVID-19. Each day brought on new challenges and everyone stepped up to make it work. We certainly do deliver more than promises!

Looking towards the future, it is clear that the way we operate will be much different. Rest assured that we will get the resources to those who need them by adjusting to the current situation and making changes as we move forward. This is a whole new world in which we do business. We are known for client interaction and at this point, it is minimal. We will move slowly to get the public back into our organization, however, we must do this at a slow, extremely cautious pace, considering the safety of our staff, volunteers, and clients before making any decisions.

I would like to thank the Board of Directors for their support and trust in me to lead this agency and I look forward to working together this upcoming year. I would like to thank our community partners as well as individual donors for their continued support through their many donations. I would like to thank our CFC staff who have been the consummate team players and unhesitatingly stepped up during these difficult times of such uncertainty and confusion.

I truly appreciate all of you. There is so much truth in the quote, "It takes a village."

Stay well and thank you.
COVID-19
Our Response

When Gov. Baker began announcing closures and changes for the Commonwealth in March, we knew that our work at Citizens for Citizens would be more important than ever for our community.

Families lost work, grocery stores went barren, and the health and well-being of our community was severely jeopardized. For most families that cannot put aside $500 for emergencies, CFC and other organizations needed to step up and overcome our operational obstacles to provide essential aid.

Despite closures, CFC remained open, providing food through our Food Pantry, processing Fuel Assistance applications, collecting rent assistance funds, administering emergency healthcare through Family Planning, and continuing to serve our clients from our homes.

Due to the dedicated efforts of our amazing staff across the agency and our collaborations with other local organizations, CFC has been able to successfully provide for our community families.

Our Food Pantry has supported over 5,000 individuals in a matter of 3 months. That is 1,000 more individuals served by our pantry than the entirety of 2019! We simply could not have done it without the leadership of Chrystal Arpa and our Weatherization team who pivoted to aid the pantry.

With the increased need for financial resources to run these essential programs, local organizations and individuals came out in force to support our agency. From PPE supplies, to food, and monetary grants and donations, we have been astounded by the level of care and support show by our greater community to our in-need families. We have received $150k+ in donations and grants in the past 3 months. We could not have been as effective as we have been without your support.

Our Citizens for Citizens team will continue to fight for social and economic equity and adapt our services to better support the Greater Fall River and Taunton communities in times of uncertainty and crisis.

We thank you for your continued support.
Energy

American families have to make tough decisions when it comes to their finances.

*Do you pay for child care over food? Energy bills over medicine?*

With the help of our **Fuel Assistance, Weatherization, Heater Repair, and Appliance Management** programs our clients make less compromises on the important things by receiving utility money and discounts and home energy inspections.

| **25,180** | Individuals Received Fuel Assistance |
| **1,478**   | Individuals Improved Energy Efficiency |
| **644**     | Individuals Received Weatherization |
| **1,701**   | Individuals Had Heaters Repaired or Replaced |

Food Assistance

Proper nutrition is an essential part of leading happy and healthy lives.

In Massachusetts, 1 in 10 people experience food insecurity.

Whether you’re a new mother out of work, a family of 4 between jobs, or a single person low on funds, CFC’s **Food Pantry, SNAP Assistance, and WIC programs** can improve your access to food.

| **3,925** | Individuals Received by Food Pantry |
| **1,243** | Individuals Received SNAP Benefits |
| **95%**   | Of WIC Clients Redeemed WIC Food Benefits |
Head Start & Early Head Start
Annual Report - 2018 - 2019

The first 5 years in a child’s life are essential to their future development, health, and overall happiness at home, school, and in daily life.

Head Start and Early Head Start strive to make normally expensive early education and care obtainable for any family.

Transition to Kindergarten
207 children were transitioned to Kindergarten. This program serves 8 separate school districts and hosts kindergarten registration activities at the Head Start Aldrich site for the Fall River School Department which serves 85% of our families. Each district also offers “Ready for Kindergarten” workshops at all Head Start sites. School readiness activities are worked on all throughout the year. Each child has an individualized Transition Plan to ensure they begin kindergarten with the skills necessary to succeed.

Family Engagement
All centers conduct monthly parent meetings discussing school readiness goals, parent concerns, and planning group activities. Each parent committee elects a Delegate and an Alternate to sit on the Policy Council. The Policy Council meets monthly to approve the hiring of staff and to review and approve budgets, policies and grant submissions. Special Family Engagement events are held at each center on a regular basis, centered on themes being taught in the classrooms. In addition, family members are always invited to join in on field trips, volunteer in all capacities throughout the program, visit their child’s classroom any time, and participate in workshops, parenting education groups, committee meetings, parent/staff conferences, etc. Each family receives a minimum of 4 home visits per year.

Revenue

<table>
<thead>
<tr>
<th>Funding Sources</th>
<th>Grant Period May 2018 - April 2019</th>
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<tbody>
<tr>
<td>Federal</td>
<td>$4,802,497</td>
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<tr>
<td>Donations/In-Kind</td>
<td>$1,806,577</td>
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<tr>
<td>Early Education &amp; Care</td>
<td>$386,019</td>
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<tr>
<td>USDA</td>
<td>$255,046</td>
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<tr>
<td>Private Child Care</td>
<td>$166,208</td>
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<tr>
<td>Total</td>
<td>$7,416,347</td>
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Expenses

<table>
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<tr>
<th>Expense Category</th>
<th>Grant Period May 2018 - April 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>$3,229,098</td>
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<tr>
<td>Fringe</td>
<td>$1,236,603</td>
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<tr>
<td>Travel</td>
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<tr>
<td>Supplies &amp; Equipment</td>
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<tr>
<td>Contractual</td>
<td>$77,368</td>
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<tr>
<td>Other</td>
<td>$608,176</td>
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<tr>
<td>Non-Federal</td>
<td>$1,787,167</td>
</tr>
<tr>
<td>Total</td>
<td>$7,362,682</td>
</tr>
</tbody>
</table>

Funded Enrollment: 86.91%
Medical Exams: 94%
Dental Exams: 92%
OHS Compliance 2019 Review: 100%
No Findings: 2019 Annual Financial Audit

"Head Start has truly been a blessing in our lives. They have helped to prepare my children for kindergarten and have been a huge support system to our family."

Beatrice Napert
HS Policy Council Vice Chair
Children & Youth

In conjunction with our Head Start programs, we also offer Family Child Care, After School Day Care, and Extended Day services that provide flexible care and support that is custom tailored to meet every family’s current situation and needs.

Our childcare programs allow parents to focus on education and work while their children receive nurturing care in a variety of settings.

By working on creating resources for families to grow together, our services enable our families to become self-sufficient for the future.

“After School Day Care enables me to be able to work to support my family. My children are also able to receive homework help and socialize with their peers. Without daycare my children would miss their friends and prevent me from giving them the life they deserve.”
- Meggan T., ASDC Parent

343 Children Received Care From FCC, ASDC, Extended Day

Say hello to our new FCC Program Coordinator, Heidi Medeiros!

Health & Family Planning

Whether you’re in need of birth control counseling or STD exams, or a new mother needing a breastfeeding counselor and a nutrition specialist:

We have you covered.

Regardless of your age, gender, or demographic, our Family Planning, Teen Pregnancy Prevention, and WIC Programs can provide you with the resources, services, and information you need to maintain your health and help plan for the future.

1,809 Individuals Received Contraceptive Services
1,352 Individuals Received Sexual Health Screenings
4,622 Mothers & Children Received WIC Services

Say hello to our new WIC Program Director, Beth Slater (L) & WIC Nutritionist, Brittani Demarco (R)!
With many local organizations supporting the housing and health needs of our senior community, CFC has worked to create opportunities for seniors to remain active in their communities, like enabling them to work and mentor young children or participating in job training programs to help them rejoin the workforce.

Programs like our Foster Grandparents or Retired Senior Volunteers place seniors in worthwhile positions in local agencies or helping our Head Start staff with their students. Participants in our Senior Community Service Employment Program can help supplement their income by learning new skills and working at partnered organizations and agencies.

VITA and Operation Christmas provide crucial support during seasons where money can be tight. By having these resources available, our clients can focus on paying other bills without neglecting other necessities.

CFC believes in a comprehensive approach to support all aspects of the lives of our community members and these special community programs are a testament to that goal.

### Senior Support

#### Special Programs

- **Foster Grandparents Mentored Students**: 49
- **Total Service Hours - FGP & RSVP**: 85,838
- **Seniors Received Job Training**: 95
- **Total VITA Processed Federal Tax Refunds**: $829,227
- **Children Received Gifts & Clothing**: 6,600
- **Children Received Gifts & Clothing**: 6,600

Say hello to our new SCSEP Program Director, Sherilyn Benedetti!
Finances

Expenses By Category
- Personnel: $8,462,757
- Non-Personnel: $3,306,179
- Direct Client Benefits: $15,709,073
- Contracted Services: $639,659
- Occupancy: $779,120
Total: $28,896,788

Expenses By Program
- Energy: $17,410,116
- Head Start: $5,402,646
- Childcare: $1,583,935
- Senior Programs: $1,339,078
- Health Programs: $1,633,451
- Other Client Services: $353,407
- Administration: $1,174,155
Total: $28,896,788

Revenue By Source
- Federal - Direct: $5,031,663
- Federal - Other: $15,950,066
- Utility: $4,845,897
- State: $3,504,702
- Other: $856,990
Total: $30,189,318

Donations

Organizations
- Abreau Oil Service
- Advanced Windows
- Anthony Cordeiro Insurance Agency
- Arbella Insurance
- Arrow Realty Group
- BankFive
- Baycoast Bank
- Bay State Street Machines
- Biss Lumber Co.
- Bridgewater Credit Union
- Bridgewater Savings
- Callico
- Carl's Collision Center
- Charlie's Oil
- Columbus Energies
- Crescent Credit Union
- CVS
- Dupage Oil Co.
- E.F. Flower & Associates
- Eastern Bank Charitable Foundation
- F.C. Construction Corp.
- Fall River Municipal Credit Union
- Fall River Women's Union
- First Taunton Group
- Gaspar's Landscaping
- Gay & Gay
- Graphix Plus
- Hannaford
- Herald News Holiday Fund
- Highland Restaurant Supply
- Insulate 2 Save
- Insulation R Us
- J. Lopez Enterprises, Inc.
- Jordan's Furniture
- Karam Insurance
- Laborers' International Union of N.A.
- Lefevre Electric
- Liberal Club
- Liberal Club Feast of Trinidad
- Liberty Utilities
- Mansfield Cooperative Bank
- Maxon Precision Motors
- Minuteman Harley Davidson
- Mitchell For Congress Committee
- New England Surface Maintenance
- Nite Oil Co. Inc.
- Notre Dame Federal Credit Union
- O'Reilly Auto Parts
- Paul's Quality Kitchens
- Peck's Bad Boy Corp.
- Peoples' Super Liquor Stores
- Quality Oil
- Riley & Craven
- Rotary Club of Fall River
- Silvia & Faria Funeral Homes
- Silvia & Quinn, PC
- Soares Sanitation Pumping
- Solo Realty, Inc.
- SS Service Corp.
- St. Anne's Credit Union
- Taunton Area Chamber of Commerce
- Taunton Community Access
- Taunton Federal Credit Union
- The Gutter Cleaning Co.
- The Lopes Companies
- The Tax Consultants
- Tops RI #16 Tiverton Sr. Center
- Utility Workers Union of America
- Young Electrical Services

Individuals
- Andrew James Morley
- Anne Crowell
- Ann Plichta
- Arthur Bakst
- Collette & David Leclair
- Dale & Donna Souza
- Dorothy White
- Eileen Plichta
- G. Biltcliffe - In Memory Of Harriet & Charles Oliveira
- J.J. Haggerty
- James & Joan Smith
- Leonard Hull, Jr
- Lisa Amaral
- Matthew Schondek
- Michael Scanlon, DDS
- Monica Ventura
- Normand Yelle
- Patricia Haddad
- Rick Sahady
- Robert Wilson
- Russ Bradshaw
- Shirley Luongo
If you would like to support the work of Citizens for Citizens, please visit our website: www.cfcinc.org and click “Get Involved”